



# NEW YORK CITY TRANSIT KEY PERFORMANCE METRICS

September 2022







**This performance metrics document was prepared for  
the September 2022 meeting of the New York City Transit & Bus Committee.**

2 Broadway • New York, NY 10004  
Monday September 19, 2022

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# MESSAGE FROM THE PRESIDENT



**Richard Davey**  
President, New York City Transit

## Continuing to Strive for Our North Star

In my first weekly message as agency President to the organization, I shared that increased customer satisfaction would be the North Star guiding our performance indicators. Today, we can positively say that this NYCT team is making operational improvements that directly influence customer satisfaction. Unlike the NYCT of the past, we are continuously seeking feedback from our customers on performance. It is powerful to know where we are meeting customer expectations and where we can improve.

To understand what our customers want, MTA is tracking and reporting the overall satisfaction of NYCT customers across all modes monthly. We must frequently obtain customer perceptions of their experience in our system in order to improve customer satisfaction on key drivers of service. For the first time in the history of the agency, NYCT is undertaking a monthly customer satisfaction survey to keep a “pulse” on our customers’ feedback, while continuing our more in-depth, bi-annual “Customer Counts” survey.

Creating a common goal of increasing customer satisfaction has given Subways, Bus, Paratransit, Safety, and Operations Planning employees the opportunity to communicate with a shared purpose, encouraging each of us to work together to achieve a meaningful shared result.

To ensure customer satisfaction remains a top priority seven days a week, I am pleased to announce that we have filled the new position for Deputy Chief, Weekend Service Diversions and Coordination. The Deputy Chief will be responsible for the experience of riders using the subway on weekends.

## Renewed Focus on Measurable Performance Metrics

NYCT has committed to reporting outcome-based performance metrics that includes much of the data found within this book. Senior leadership convenes weekly to discuss our performance, focusing on how and where we can improve. Additionally, Subways has convened Subways Operations Analytics Review meetings where leaders closely investigate performance and customer satisfaction results by subway line and station. With the support of operational staff, NYCT is facilitating customer-oriented improvements. The Department of Buses is also standing up their own Surface Operations Analytics Review team.

# MESSAGE FROM THE PRESIDENT

The monthly survey has provided key insights into where customers are seeking improvements and what would encourage them to ride more often. For example, customers indicate that “shorter wait times” and “improved service reliability” would encourage them to ride more frequently. This direct feedback has allowed NYCT to prioritize service improvements that will increase customer satisfaction, while encouraging more riders back onto subways and buses.

NYCT is also focused on running trains more evenly, including managing service from our central Rail Control Center and at stations, expediting terminal operations, and providing employees with more data to efficiently operate their lines. This renewed focus has been successful as key performance metrics such as service delivered, customer journey time performance, and delays are all showing improvements.

## Providing Greater Service Delivery and Reliability on the A Line

The Department of Subways is piloting a service delivery and reliability initiative on the A Line that safely increases speed limits in various segments to match modern NYCT engineering policy. Supervision and additional platform personnel have been placed at Dyckman Street to expedite the ramping-down of rush hour operations and prevent congestion as trains return to the yard. In addition, a dedicated supervisor has been placed at 207 Street to actively manage service and mitigate train congestion during the morning rush. Results from the pilot show that A Line customers are experiencing improved customer journey time performance and on-time performance.

# 93%

Subway Service  
Delivered in August

# 85%

Subway CJTP  
in August - Highest  
Since May 2021



## 18

Bronx Locations with  
Bus Ambassadors

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We are excited to share that additional efforts to improve the customer experience are underway on the A Line. Through a partnership with the New York Police Department, we are working to reduce the number of disruptive customer incidents that delay service in uptown Manhattan. We are also making several operational improvements, including reducing the number of slowdowns caused by subway maintenance work and adjusting train schedules to more accurately reflect actual train times and prevent rail congestion near terminals.

Queens Bus Network  
Redesign Events

### Major Improvements to Bus Network

The Department of Buses has also been strongly focused on service reliability and improving wait times, with customer journey time performance reaching its best outcome since May 2021, and service delivered consistently surpassing 95% for the past 3 months.

## 20

Virtual Events

We continue to work with our partners at NYC Department of Transportation to expand bus priority throughout the city this year. To date, over five miles of new bus lanes have been added along three corridors – University Avenue in the Bronx, Avenue A and Avenue D in Manhattan, and 21st Street in Queens. Several more bus lane corridors are planned to be completed by the end of the year, benefitting over 300,000 riders. The Main Street busways was also declared permanent after a successful pilot launched in 2021.

## 20

In-Person Events

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The implementation of network redesigns is another key area of focus. The Bronx Local Bus Network Redesign included adding frequency to 10 bus routes, thereby reducing customer wait times. In addition, bus stop and route changes have improved speeds and reliability throughout the borough. The Bronx bus ambassadors program returned from September 8 through September 13 for the start of the school year to help students and bus riders navigate the redesigned Bronx local bus network, which launched on June 26. The team of bus ambassadors reached riders across 18 different locations with a particular focus on areas of substantial service changes, major transfer points, and routes with new connections.

We also implemented a new permanent routing of the southbound M125 traveling from the Bronx to Manhattan. With building construction finished near the terminal, we can now move the first M125 stop to be shared with the

# MESSAGE FROM THE PRESIDENT

last southbound Bx15 stop on 3rd Avenue, allowing for a seamless transfer for those wishing to continue south toward Manhattan.

Customers continue to have access to the bus redesign [project website](#), which includes route profiles, a borough-wide map with color-designated routes, a link to the trip planning tool on the homepage, and the new Bronx bus schedules.

In Queens, the Bus Network Redesign team hosted 40 events over the past five months to gather feedback from bus customers and other stakeholders on the new draft plan. Twenty events were held virtually in the spring, including a virtual workshop for each of the borough's 14 community districts. This summer, we engaged with Queens customers at 20 in-person events in outdoor open houses and pop-up events, partnering with the MetroCard mobile sales van. The team will spend the next several months incorporating stakeholder input, revising our proposals, and preparing draft schedules. We expect the proposal final plan will be published in 2023.



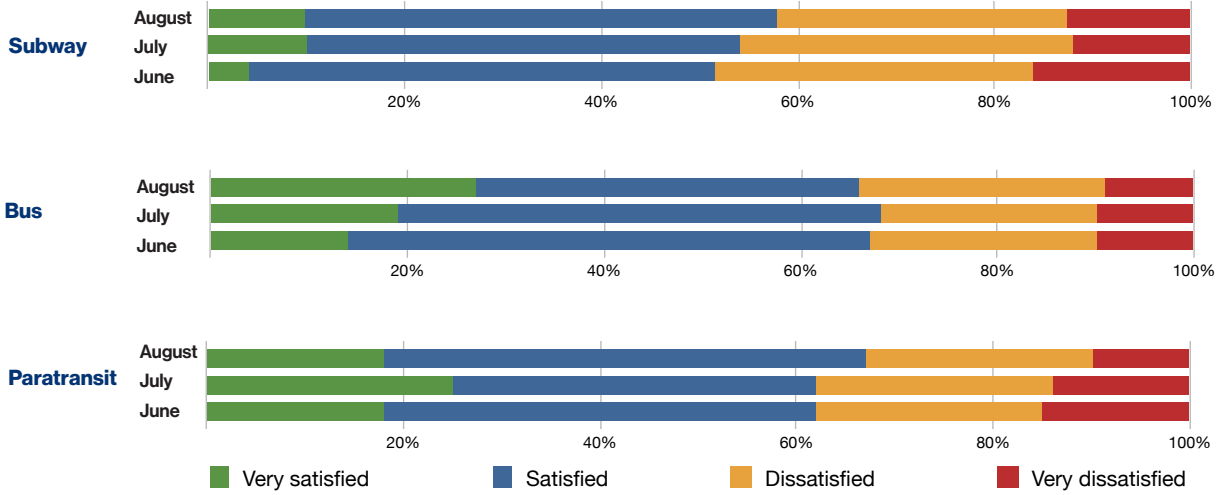
We look forward to a continued increase in the overall customer satisfaction come October. Until then, we remain focused on keeping New York City moving.



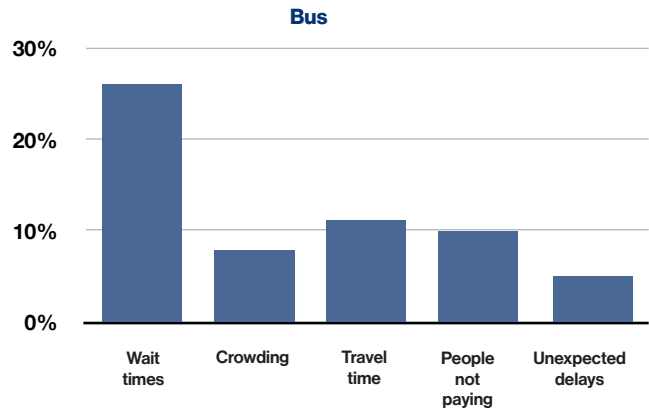
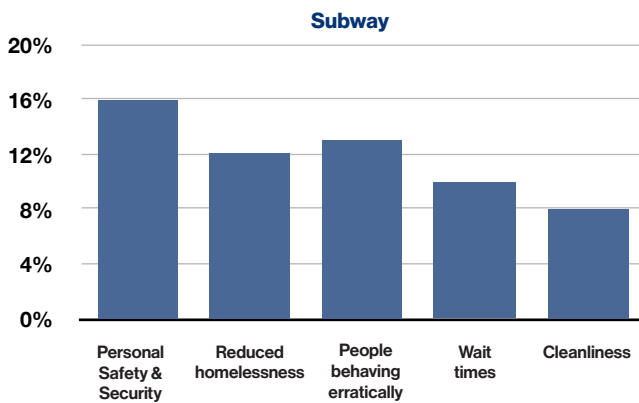
# CUSTOMER SATISFACTION

## Customer Satisfaction Rate, August 2022

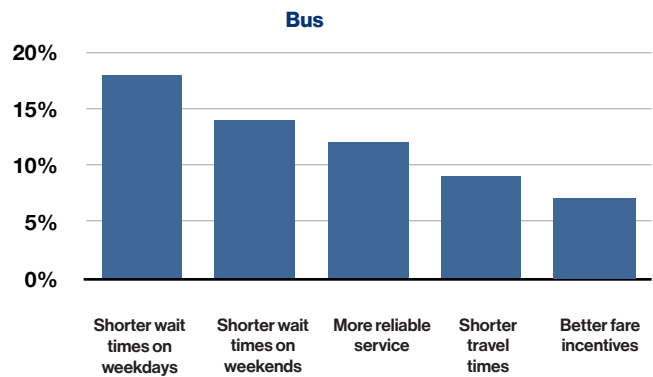
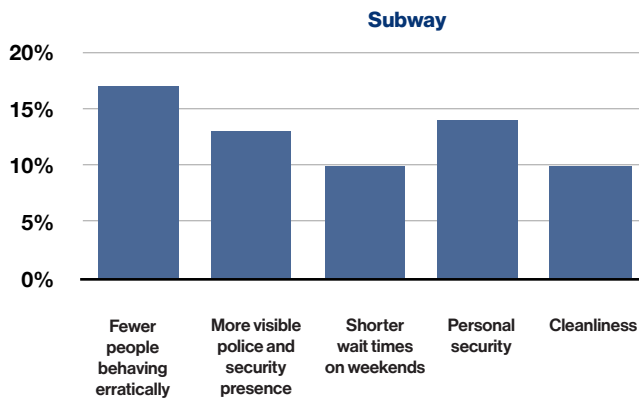
### How satisfied are you with your transit experience?



### What needs to improve to increase your satisfaction?



### What would encourage you to ride more often?

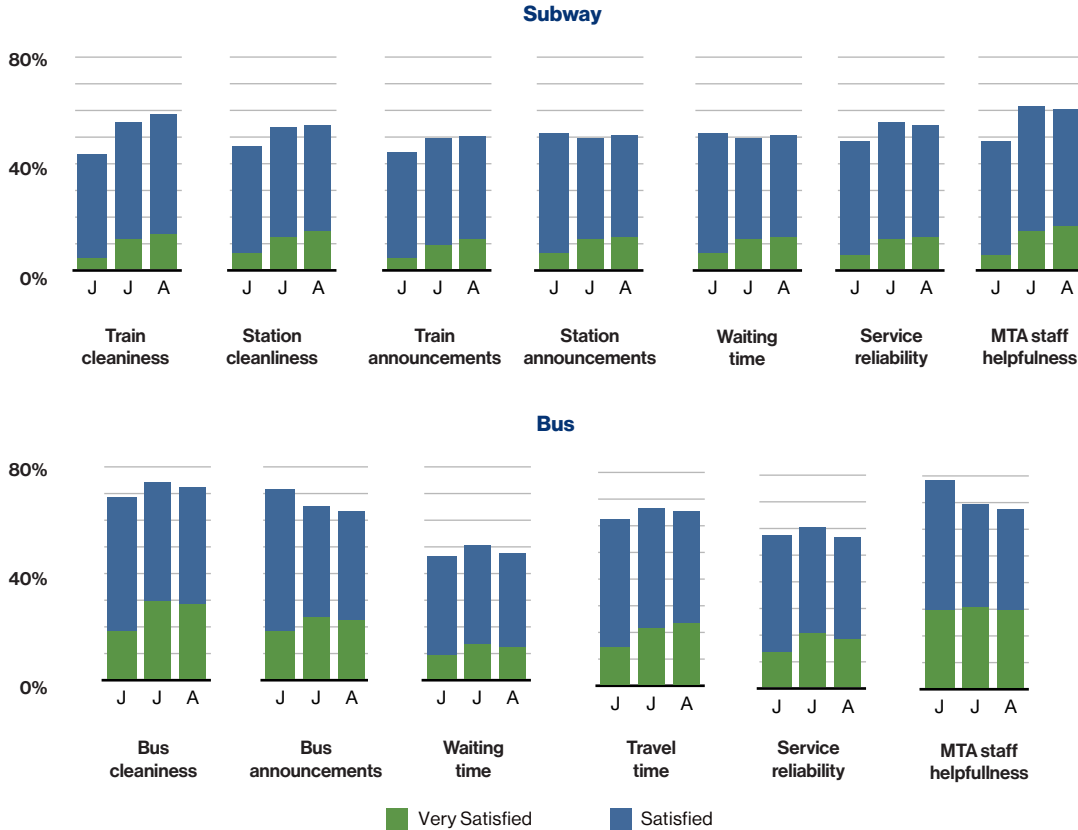




# CUSTOMER SATISFACTION

## Key Customer Experience Indicators

How satisfied are you with each of the following attributes?



## Data Review

Subway customers reported higher levels of satisfaction in August. Month over month, customers told us that their overall subway experience has improved since we launched the survey in May 2022. In August 2022 we reached a new milestone, with 59% of our customers indicating they were satisfied or very satisfied with their subway experience. Our goal is to continue trending forward and focus on improving things that are most significant to our customers' travel experience. Though we are thrilled customers are benefiting from the work our dedicated staff have accomplished to date, we will continue to focus on improvements to service and personal security, the two things our customers have told us are most important.

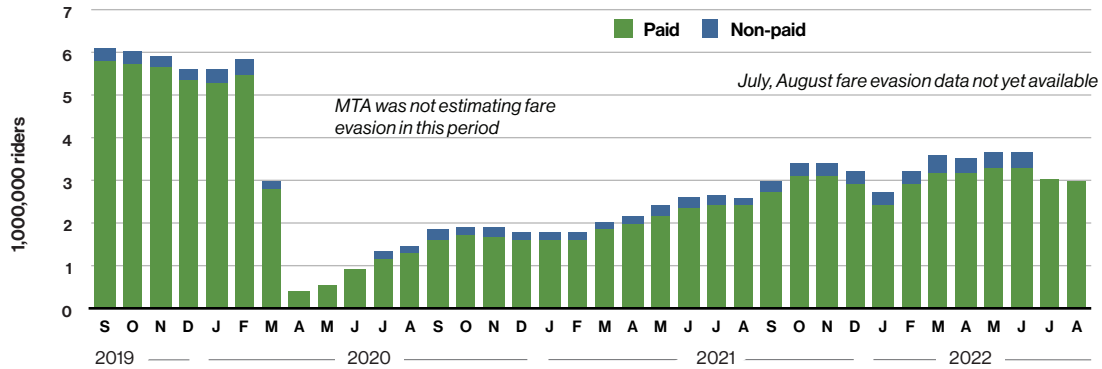
In August 2022, customers rated wait time satisfaction at 55% and travel time satisfaction at 69%. When asked about their most traveled lines, they reported an increase in satisfaction of 3 percentage-points to 61%, and overall station satisfaction also increased to 60%.



# RIDERSHIP

## Subway Ridership

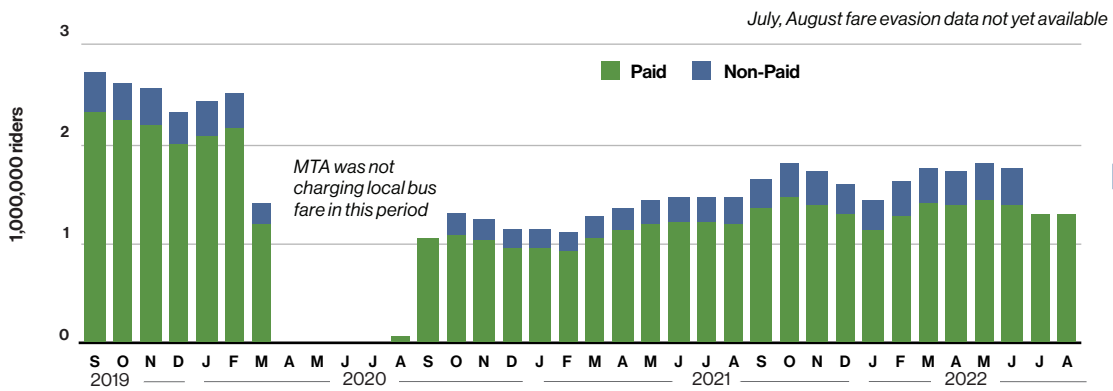
The number of paying subway & SIR customers, and estimated number of non-paying customers, on an average weekday



**58%**  
pre-pandemic

## Bus Ridership

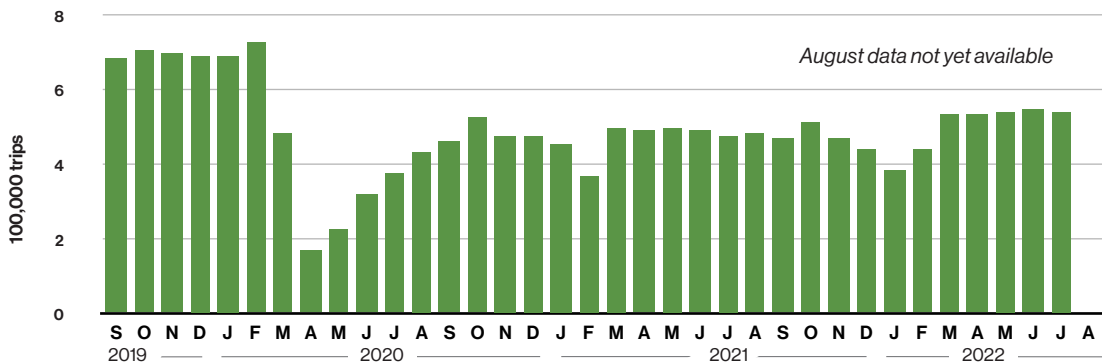
The number of paying bus (NYCT and MTA) customers, on an average on an average weekday



**64%**  
pre-pandemic

## Paratransit Ridership

The count of trips taken on paratransit over the course of the month



**81%**  
pre-pandemic





# RIDERSHIP

## Data Review

Summer ridership on both buses and subways has been stable when adjusted for seasonality. July paid weekday ridership was 3.03 and 1.31 million on subway and bus, with August weekday ridership at 2.97 and 1.28 million respectively. Compared to summer 2019, we saw retention rates compared to pre-COVID of 56.3 % and 62.5% in July, rising to 58.0% and 63.8% in August. While it is always difficult to isolate underlying trends during lower ridership summers, those numbers are 25% higher than those for the summer 2021 on subway, and 8% higher on bus.

## Moving Forward

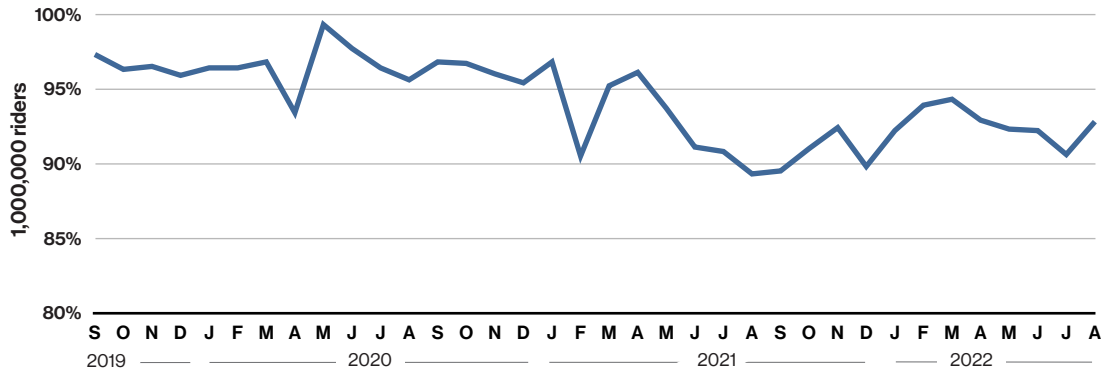
Going into September and the fall, we continue to provide nearly 100% of our pre-COVID service to attract and accommodate customers as they return to school and work from summer vacations. Continued recovery is expected, notably in the office and tourism markets. Surveys conducted by the Partnership for New York City indicate office occupancy could rise to 49% in the fall, from about 40% before the summer. NYC & Company expects a continued strong rebound in the tourist market in 2022, particularly among international visitors due to the easing of travel restrictions, with 2023 numbers forecasted to approach prepandemic levels.



# SERVICE PERFORMANCE

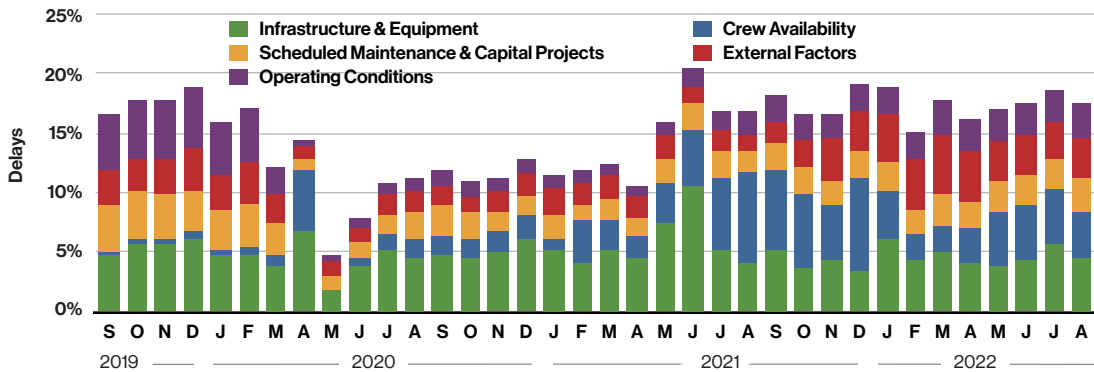
## Subway Service Delivered

The share of scheduled trains that are actually provided (compared to schedule) during peak hours



## Subway Delays

The share of trains that arrived at terminal locations more than five minutes late, did not operate, or that skipped any planned station stops



## Data Review

Service Delivered was 92.8% in August, up significantly compared to 89.3% last August. The sum of APT and ATT was down 9 seconds compared to July and 4 seconds compared to June. These favorable metrics led to the highest CJTP since May 2021: 84.6% of customers got to their destination within 5 minutes of schedule, including wait time. In June, we committed to addressing low CJTP on the A, B, C and D lines – from June to August, CJTP on each of these lines increased between 1.5% and 2.6%.

Delays decreased 18% compared to July and 4% from June. Asset-related incidents increased in July, delaying 6.4% of trips, which was correlated with days of extreme heat and heavy rain. However, these incidents returned to typical levels in August, when they delayed 4.6% of service.



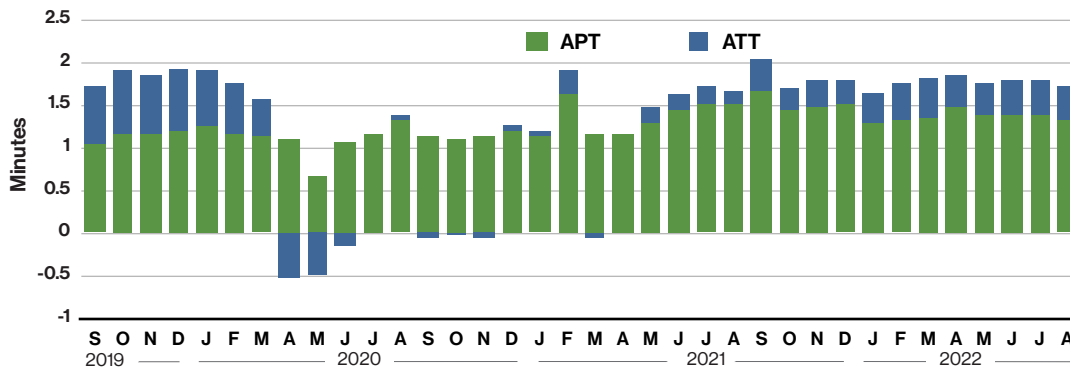


# SERVICE PERFORMANCE

## Subway Additional Platform Time + Additional Train Time

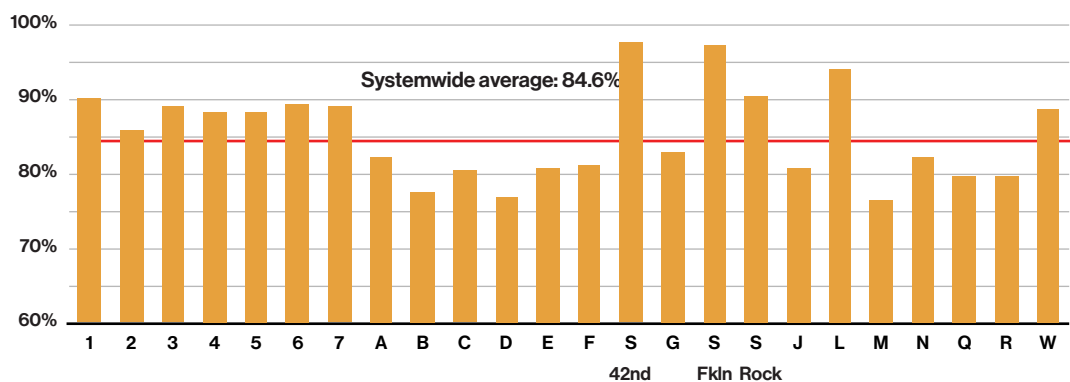
APT: The average time that customers spend waiting at a station beyond their scheduled wait time

ATT: The average time customers spend onboard a train beyond their scheduled travel time



## Subway Customer Journey Time Performance, by Line, August 2022

The share of customer trips with a total travel time within 5 minutes of the scheduled time



## Moving Forward

We are committed to continuing the favorable results shown in August data. This is especially true for CJTP, which merges operational metrics with the customer experience. We know that August historically delivers high performance, and we are working to identify the specific drivers of CJTP increases, so that we can maintain strong performance going forward.

Crew availability is an ongoing issue, though it continues to improve with time. In August, crew availability delayed just 3.7% of service and we anticipate that our aggressive hiring and training efforts will continue to reduce cancellations. Running more service will reduce wait times for trains and improve customer satisfaction.

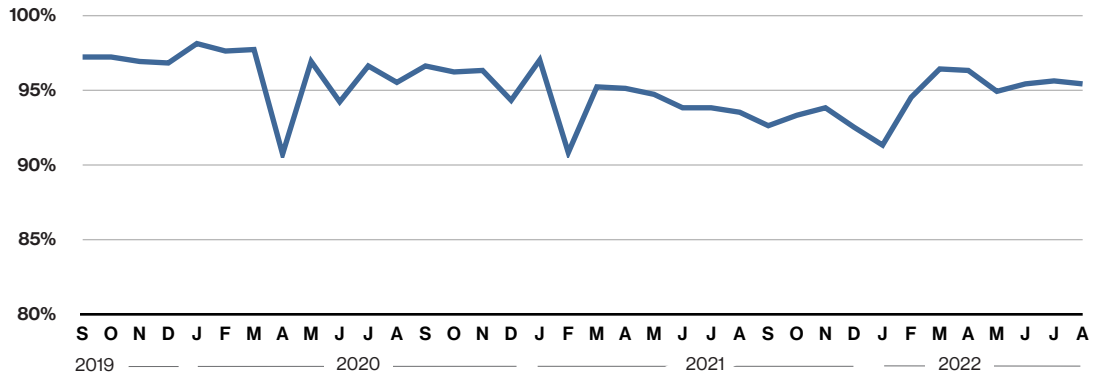
We are identifying the causes of the 2.8% of scheduled service delayed due to operating conditions, so that we can address them across the system, making trains faster for our customers. As we discover these root causes, the issues are being fixed, like specific locations with crowding conditions, or areas where faster speeds have caused mistimed merges.



# SERVICE PERFORMANCE

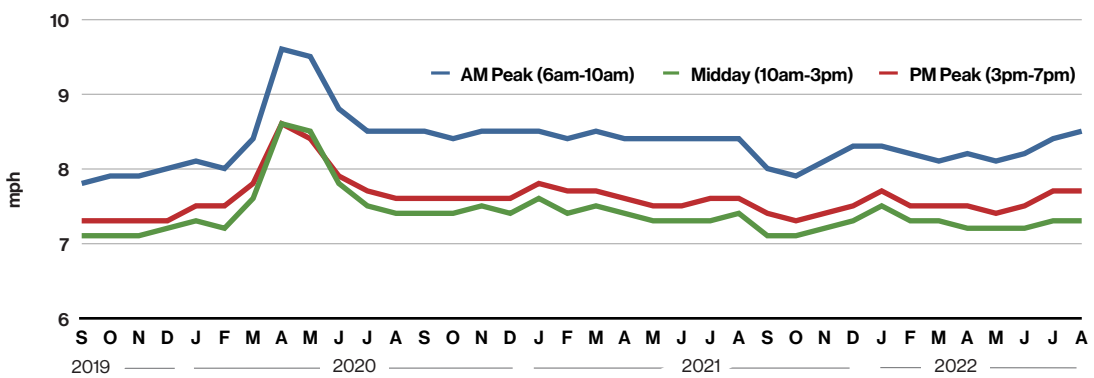
## Bus Service Delivered

The share of scheduled buses that are actually provided at the peak load point during peak hours



## Bus Speeds, by Time of Day

The average speed of all NYCT & MTA buses



## Data Review

Bus Service Delivered has remained above 95% since June, and is up 1.9% compared to August last year. On a 12-month average, service remained steady at approximately 94%. Speeds remained above average at 8.2 mph in both July and August, up 1% compared to pre-Covid levels. The AM Peak (between 6am and 10 am) was particularly high at 8.5 mph in August, up 2.5% compared to pre-COVID AM peak levels.

Additional Bus Stop Time in July and August were around 1:42, an improvement of 13 seconds against June and 9 seconds compared to August last year. Additional Travel Time in August showed a 5 second improvement over July and a 26 second improvement as compared to pre-COVID levels. CJTP has shown steady improvement for three consecutive months. Performance at 77.1% in August was slightly higher than the previous month and August last year, and up 1.3% compared to pre-Covid levels.

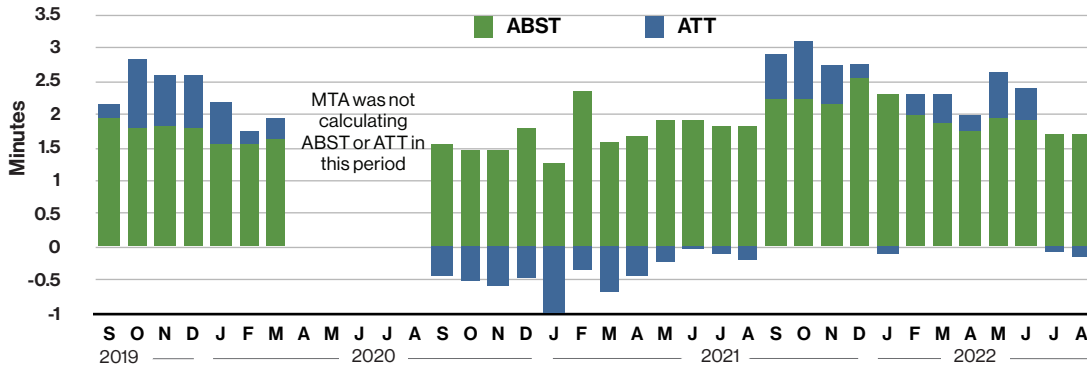




# SERVICE PERFORMANCE

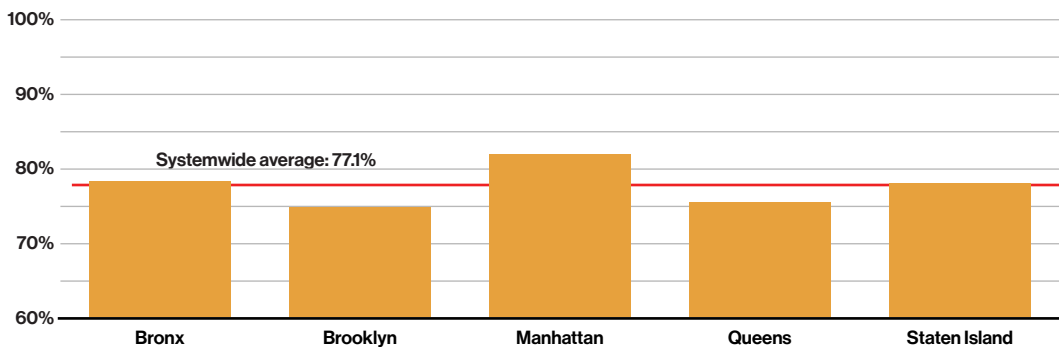
## Additional Bus Stop Time + Additional Travel Time

ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time.  
 ATT: The average time customers spend onboard a bus beyond their scheduled travel time



## Bus Customer Journey Time Performance, by Borough, August 2022

The share of customer trips with a total travel time within 5 minutes of the scheduled time



## Moving Forward

Fall 2022 bus schedules were implemented to accommodate the opening of schools and return of the workforce. As a result of continued enhanced onboarding of bus operators to improve service delivery and customer satisfaction, operator vacancies have now returned to pre-pandemic level.

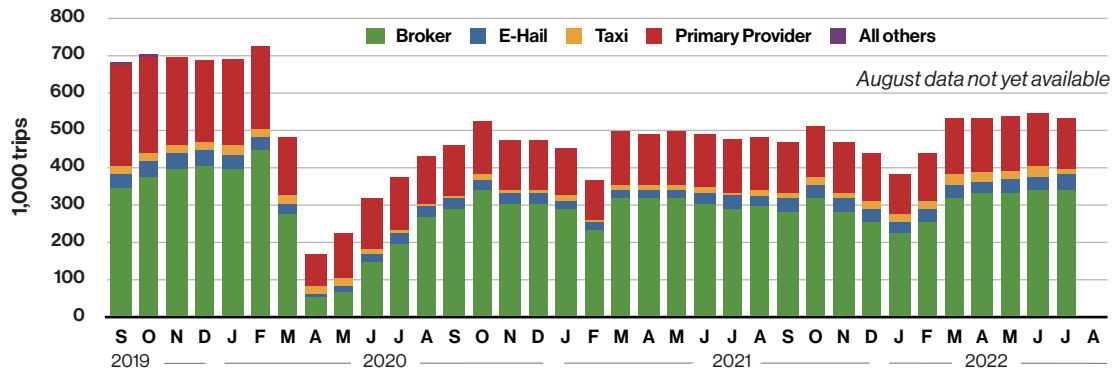
Our customer satisfaction survey shows the importance of shorter wait times and travel times for our customers. Bus lane enforcement is mission-critical to improve journey times and bring bus riders back to the system. We are excited to announce the expansion of Automated Bus Lane Enforcement (ABLE) with the first of 300 additional equipped buses covering nine routes to be implemented starting in September on the Q44 SBS route.



# SERVICE PERFORMANCE

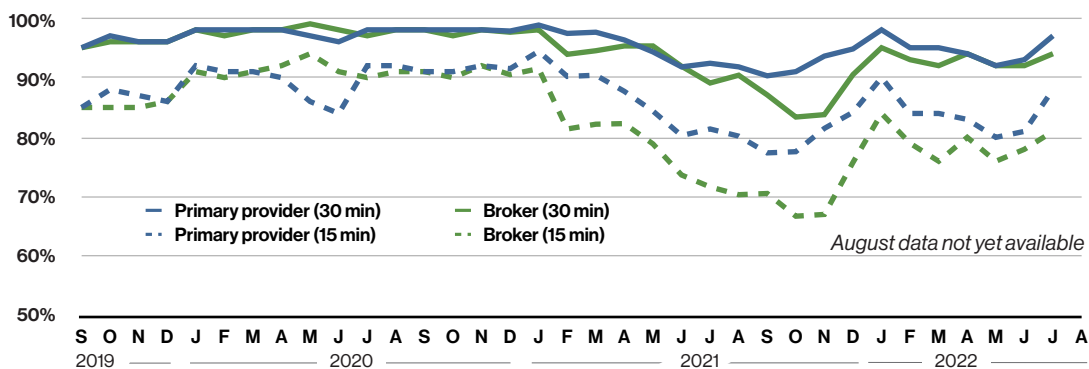
## Paratransit Trips, by Type of Provider

The number of paratransit trips, by type of service



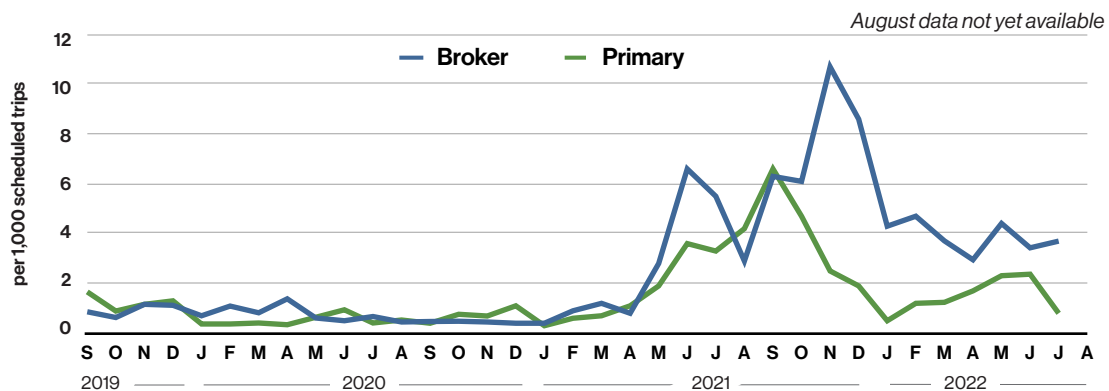
## Paratransit On-Time Performance

The share of paratransit customers who are picked up within 15-30 minutes of schedule



## Paratransit Provider No-Shows

The share of providers that do not arrive at the pick-up location within 30 minutes of the promised time and the trip is not provided





# SERVICE PERFORMANCE

## Data Review

In June, operational performance remained consistent with May performance with slight improvements in No-Shows, while overall weekday ridership remained stable throughout the month. In July, ridership remained steady with average weekday trips at almost 25,000 trips per day, 83% of pre-COVID levels. On Saturdays we are seeing ridership return at over 90% of pre-COVID levels. Total trips completed in July increased by 12.5% from last year, placing increased demand on our service. July's overall performance showed significant improvement from June 2022, and from July 2021 of last year. For the 30-minute pickup window, primary carrier service achieved 97% which is well over the goal, and broker service was at 94%, meeting the goal.

On primary carrier service, the No-Show rate performance significantly improved to 0.8 per 1,000 scheduled trips, much better than the goal of 3.0. The result for June 2022 was at 2.37. The broker service no-show rate for July was 3.7, an increase from the prior month's 3.43. This is still a significant improvement from the no-show rate of 5.45 last year.

Ongoing driver shortages are still affecting paratransit services nationwide. We are working with our broker vendors to improve service and seeing success with our carrier service making a recovery with additional drivers being trained, hired and placed into service.

While our call center performance remained consistent from May to June, but below our goal, our July 2022 performance met the goal with 95% of calls answered.

The number of eligible customers at 171,236 remains approximately the same as last month and continues to grow with 3.8% increase from July of 2021.

## Moving Forward

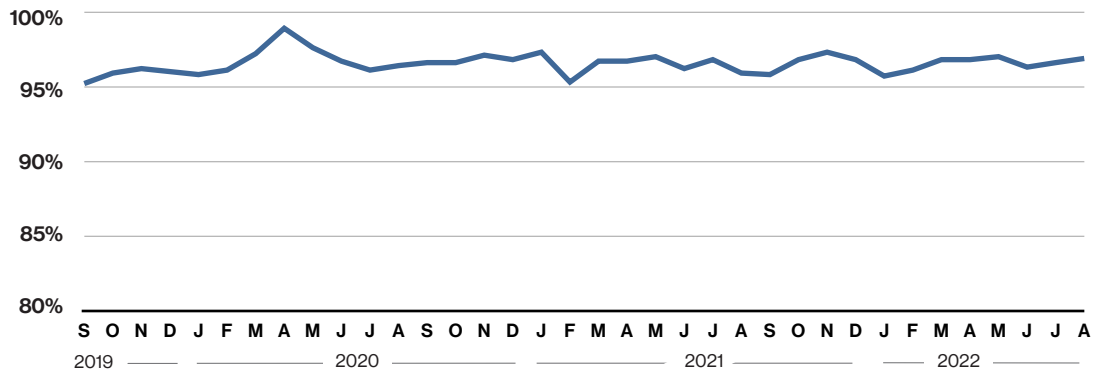
We are seeing the expected post-Labor Day increase in demand with more people returning to work and school back in session. We have continued to increase our service capacity with the rollout of our supplemental dedicated service program. This program will support both the primary carrier and broker service with a fleet of lift-equipped and wheelchair accessible vehicles.

We are pleased that several of our primary carriers have responded to industry-wide driver shortages by increasing their hourly wages for drivers and staff. This has brought the number of drivers in training to over 45 this month, which is the highest we have seen since the start of the pandemic.

# ACCESSIBILITY

## Elevator Availability

The share of time that elevators across the system are running and available for customer use



## Accessibility Update

We are pleased to announce that we are launching a pilot this month to allow open strollers on select NYCT and MTA bus routes in each borough. Through this 6-month pilot we will measure the demand for and use of the stroller space, gauge customer reactions to the new seating configurations, identify any operational or safety concerns, and determine costs for an expanded roll out if the pilot is successful. Riders will start to see “open stroller pilot buses” rolling out soon on the M31, B1, Q12, Q50, Bx23, S53 and S93. More detail on the pilot and how to give your feedback is on [mta.info](http://mta.info). This proposal reflects the creativity and commitment of our Stroller Working Group, made up of parents, caregivers, disability advocates and bus operators, who convened throughout spring and summer 2022. We thank our working group and our operator partners for joining us in this effort and hope that together we can demonstrate that we can make our buses more accessible for parents, caregivers, and families.

Additionally, in August the MTA and the Department of City Planning announced the approval of the second transit improvement bonus under the City’s Zoning for Accessibility (ZFA) policy, and the first such improvement outside of Manhattan. Through this ZFA project, a private developer will build a new, fully accessible entrance to the Queensboro Plaza (N/W/7) subway station on the north side of Queens Boulevard. This street elevator will complement ongoing MTA capital work installing a street elevator on the south side of Queens Boulevard, and an elevator providing access from the mezzanine to the platforms. The developer-built entrance will allow customers to enter the station from either side of the boulevard, and result in two fully accessible pathways into the station, a huge benefit to customers coming at no cost to the MTA.

In August, the Department of Subways installed tactile edge warnings on the northbound side of the C line at 50 St. That station now has tactile edges at all platforms. Also in August, tactile edges were installed on the platforms at Norwood-205 St (D) and Lafayette Av (C). We continue to advance this program each month.



# FINANCIAL RESULTS

## 2022 Operating Revenue & Expenses, August Year-to-Date

| <i>in \$ millions</i>                  | New York City Transit |                    |                 | MTA Bus          |                  |                | Staten Island Rail |                 |                |
|--|-----------------------|--------------------|-----------------|------------------|------------------|----------------|--------------------|-----------------|----------------|
|  | Forecast              | Actual             | Variance        | Forecast         | Actual           | Variance       | Forecast           | Actual          | Variance       |
| <b>Total non-reimbursable revenues</b> | <b>\$2,186.5</b>      | <b>\$2,229.3</b>   | <b>\$42.8</b>   | <b>\$109.0</b>   | <b>\$117.1</b>   | <b>\$8.1</b>   | <b>\$4.0</b>       | <b>\$3.2</b>    | <b>(\$0.8)</b> |
| Farebox revenues                       | \$1,830.4             | \$1,891.9          | \$61.5          | \$97.0           | \$105.7          | \$8.7          | \$2.6              | \$2.0           | (\$0.5)        |
| Other revenues                         | \$356.1               | \$337.4            | (\$18.7)        | \$12.0           | \$11.4           | (\$0.6)        | \$1.4              | \$1.2           | (\$0.2)        |
| <b>Total non-reimbursable expenses</b> | <b>\$6,083.6</b>      | <b>\$6,017.2</b>   | <b>\$66.4</b>   | <b>\$602.9</b>   | <b>\$554.5</b>   | <b>\$48.4</b>  | <b>\$47.0</b>      | <b>\$43.6</b>   | <b>\$3.4</b>   |
| Labor expenses                         | \$4,661.4             | \$4,666.5          | (\$5.0)         | \$438.1          | \$420.3          | \$17.7         | \$36.0             | \$35.7          | \$0.3          |
| Non-labor expenses                     | \$1,422.2             | \$1,350.8          | \$71.5          | \$164.9          | \$134.2          | \$30.7         | \$11.0             | \$8.0           | \$3.1          |
| <b>Non-cash liabilities</b>            | <b>\$1,402.9</b>      | <b>\$1,415.4</b>   | <b>(\$12.4)</b> | <b>\$89.3</b>    | <b>\$31.8</b>    | <b>\$57.5</b>  | <b>\$8.3</b>       | <b>\$8.8</b>    | <b>(\$0.5)</b> |
| <b>Net surplus/(deficit) - accrued</b> | <b>(\$5,300.1)</b>    | <b>(\$5,203.3)</b> | <b>\$96.8</b>   | <b>(\$583.2)</b> | <b>(\$469.2)</b> | <b>\$114.0</b> | <b>(\$51.4)</b>    | <b>(\$49.2)</b> | <b>\$2.2</b>   |

## Staffing Levels *(Full-Time Equivalents)*

|                        | New York City Transit |               |              | MTA Bus      |              |            | Staten Island Rail |            |           |
|------------------------|-----------------------|---------------|--------------|--------------|--------------|------------|--------------------|------------|-----------|
|                        | Forecast              | Actual        | Variance     | Forecast     | Actual       | Variance   | Forecast           | Actual     | Variance  |
| Non-Reimbursable       | 43,403                | 42,139        | 1,264        | 3,972        | 3,716        | 256        | 344                | 305        | 39        |
| Reimbursable           | 4,815                 | 3,718         | 1,097        | 38           | 35           | 3          | 53                 | 41         | 12        |
| <b>Total Positions</b> | <b>48,218</b>         | <b>45,857</b> | <b>2,361</b> | <b>4,010</b> | <b>3,751</b> | <b>259</b> | <b>397</b>         | <b>346</b> | <b>51</b> |

## Data Review

The Budget reflects the Mid-Year Forecast including the updated lower McKinsey ridership and revenue projections that were incorporated into the July Financial Plan. Total farebox revenue was favorable to the Forecast by \$69.6 million due to a higher average fare and greater ridership than projected. Total expenses remained below the Forecast. Total labor expenses, including fringe benefits, were favorable by \$13 million driven largely by health and welfare underruns and the existence of 2,672 vacancies, which generated \$108.5 million in payroll savings. Overtime spending exceeded the Forecast by \$159.4 million due primarily to vacancy/absentee coverage. Non-labor expenses were favorable by \$105.2 million mainly due to favorable timing of materials and supplies, maintenance and other operating contract charges and paratransit service contract underruns. Including non-cash liabilities, the accrued net deficit was favorable by \$213 million.

## Moving Forward

Our employees are a top priority, and we are working with our partners in the MTA People group to accelerate the pace of hiring to fill vacancies, grow our team, and retain our current employees. This includes implementing new incentives for retention and promotion. The Agency also is conscious of the fiscal challenges ahead and is engaged in an ambitious effort to identify cost efficiencies with a particular focus on overtime management and availability.



# CUSTOMERS AND COMMUNITIES

## Queens Bus Redesign Outreach



Over the summer, the Queens Bus Network Redesign team hosted five outdoor “open house” style outreach events and 15 pop-up events in partnership with the MTA’s MetroCard Mobile Sales team to meet and hear from Queens bus customers across the borough. These events provided customers with in-person opportunities to learn, ask questions and comment on the New Draft Plan.

The Queens Bus Network Redesign seeks to improve commutes by simplifying routes, balancing bus stops to improve speeds, increasing off-peak service and enhancing connectivity to the subway system and other bus routes.

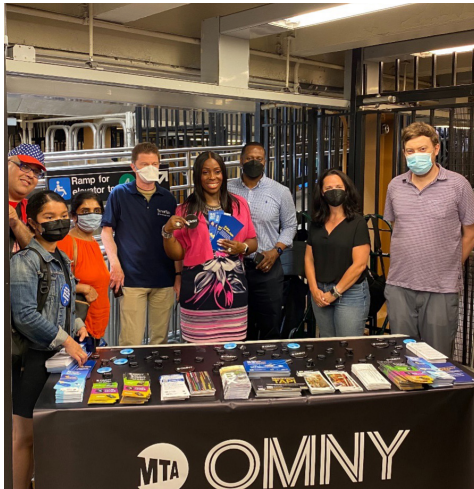
Customers stopped by to learn the goals and strategies behind redesigning the Queens bus network, how proposed route changes would affect their trip, and talk to team members about their commute. Customers also shared their initial thoughts on the plan and changes they would like to see considered.

The Queens redesign team was joined by local elected officials at several events.



# CUSTOMERS AND COMMUNITIES

## OMNY Help Desks at 161st St Yankee Stadium

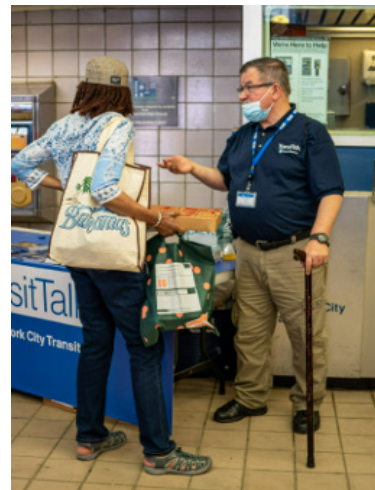


On July 15th, as the NY Yankees prepared to play the Boston Red Sox, representatives from MTA set up an OMNY Help Desk at 161st St-Yankee Stadium to promote and demonstrate the benefits and convenience of using MTA's contactless fare payment system.

Highlighting that using OMNY's weekly fare discount program gives customers free subway and bus rides in the same week after the twelfth trip - dubbed Lucky 13 -was well received by customers. Outreach teams also emphasized the impact that fares have on providing sustainable subway and bus service throughout the system. Bronx Borough President Vanessa Gibson joined the MTA team in distributing OMNY brochures as well as information on Best Fares program for LIRR and MNR.

## Transit Talk at Church B/Q Station

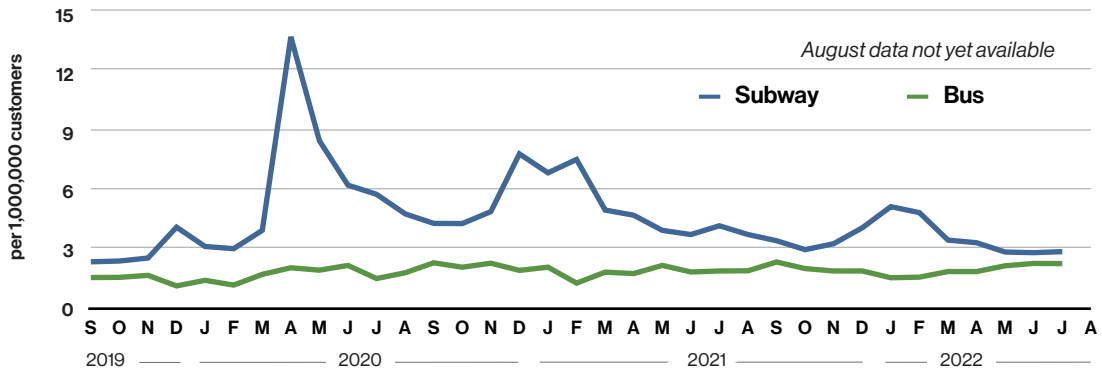
On August 25th, customers were greeted by President Rich Davey, members of his executive team, and customer service representatives to discuss issues specific to their daily station experience and commute. Feedback from TransitTalk events helps local management prioritize and address community concerns. One resounding request from customers at this event was to install elevators to make the station ADA compliant. It was very satisfying that we were able to share the good news that this station is among those included in the 2020-2024 Capital Program that will receive such work as part of our long-term commitment to systemwide accessibility.



# SAFETY AND SECURITY

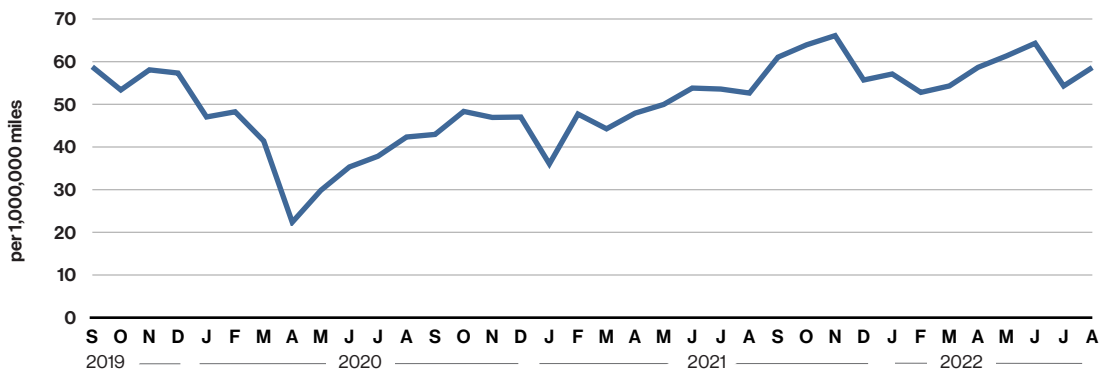
## Customer Accident Rate

The number of subway and bus customer accidents per million customers



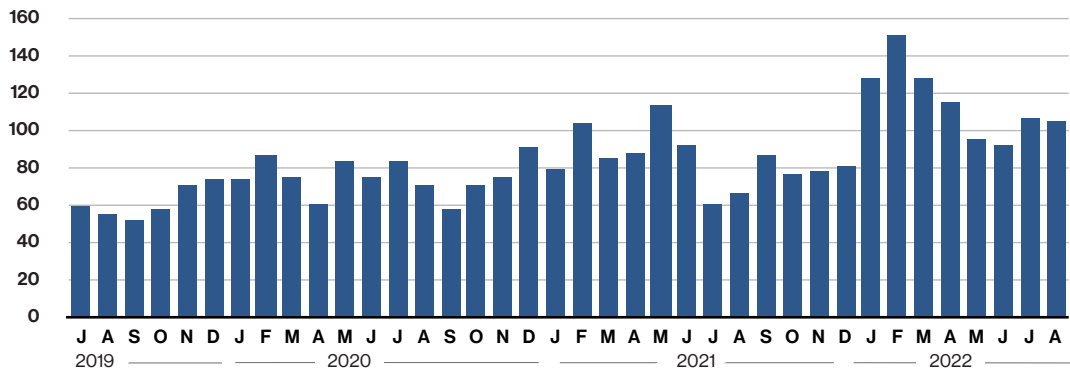
## Bus Collisions Rate

The number of bus collisions per million miles



## Subway Fires

Total number of fires in the subway right-of-way, in stations and on trains

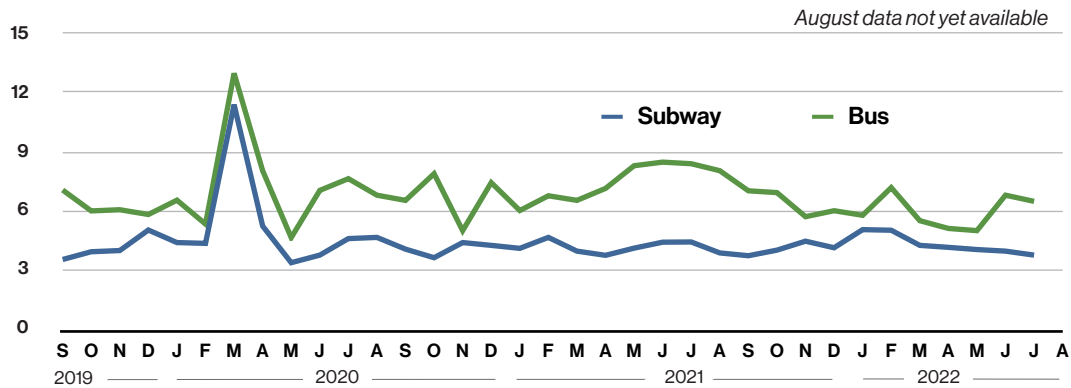




# SAFETY AND SECURITY

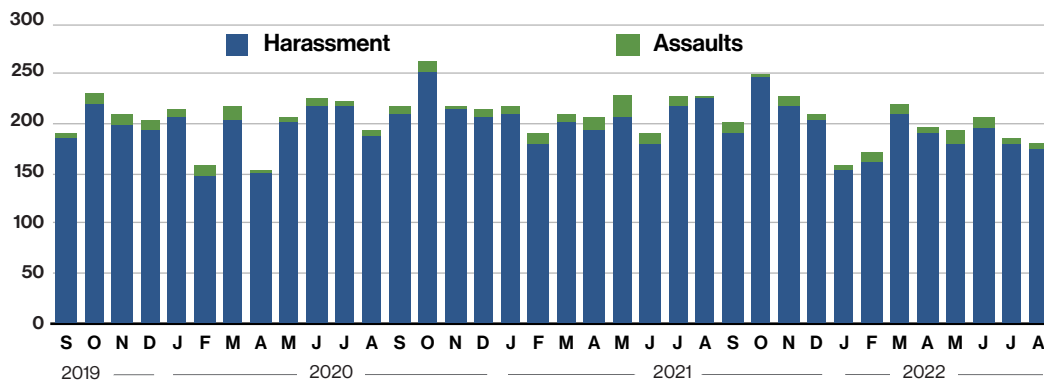
## Employee Lost Time Injury Rate

The number of employee lost time accidents per 100 employees



## Assaults and Harassment Against NYCT Employees

Assault, under NYS penal law, requires physical injury. Harassment involves actions that annoy or alarm with no resulting physical injury



## Data Review & Moving Forward

Subway Customer Accident Rates decreased when comparing the most recent 12-month period to the previous one. Bus Collisions and Collision Injuries increased while Customer Accidents increased slightly when comparing the most recent 12-month period to the previous one.

Employee Lost Time Accidents decreased when comparing the most recent 12-month period to the previous one.

When comparing figures from the two most-recent 12-month periods, Subway Fires increased. August 2022 Subway Fires decreased slightly compared to the previous month but showed an increase over those in August 2021. In order to prevent fires, we have mobilized our mobile vac units to better clear areas where debris is being reported.

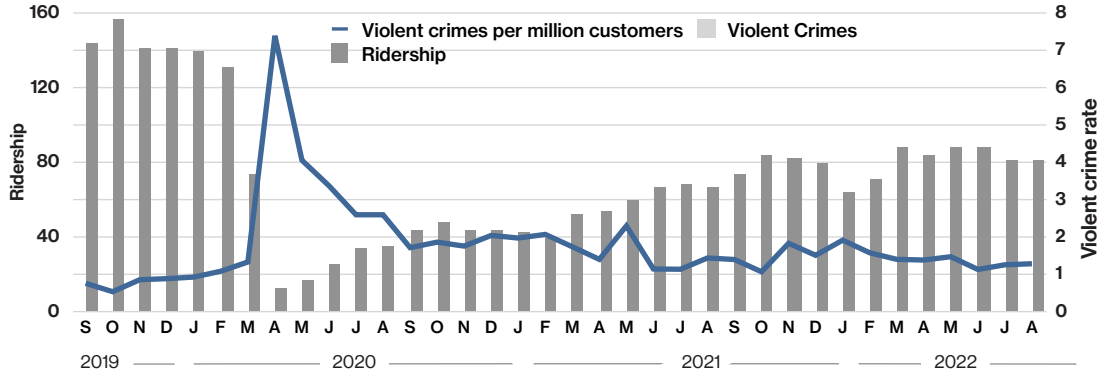




# SAFETY AND SECURITY

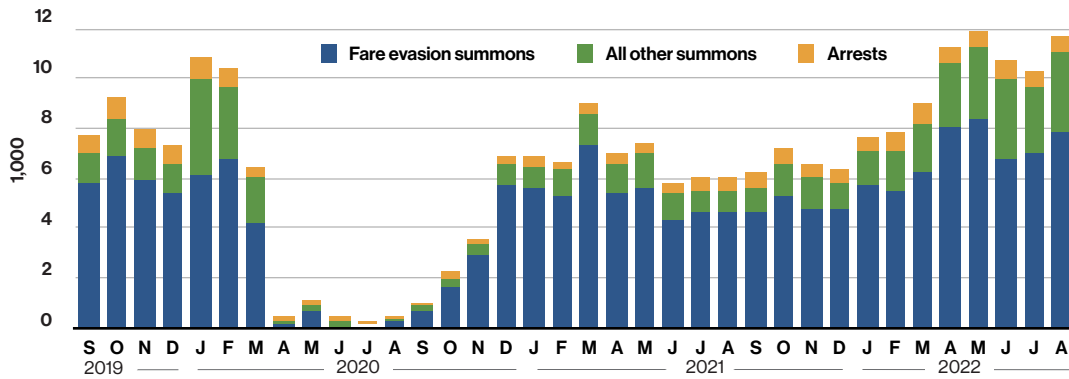
## Violent Crimes Against Subway Customers

The rate of all major felonies (murder, rape, robbery, felony assault, grand larceny) against subway customers



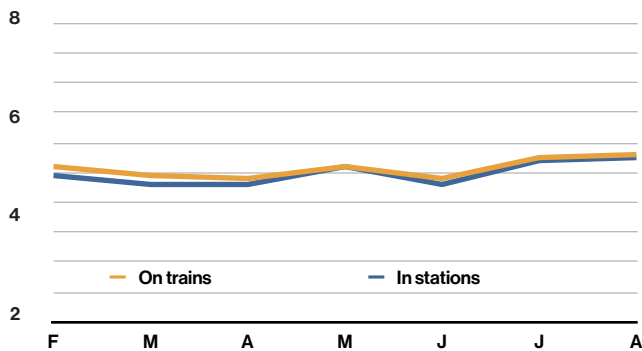
## NYPD Summonses & Arrests

The number of summonses issued for fare evasion (TABs + criminal); number of summonses issued for other infractions; and number of arrests made by NYPD

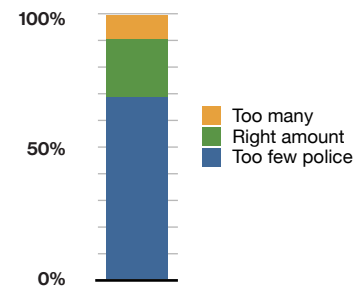


## Perception of Safety and Police Presence

On a scale of 1-10, where 1 is very unsafe and 10 is very safe, how safe do you feel using the subway?



How do you feel about the number of uniformed police officers you've seen in the subway?



# SAFETY AND SECURITY

## Data Review

The number of violent crimes remained relatively constant in 2022 with a 22% decrease from June through August. Customer assaults are higher than pre-pandemic levels but are trending down. Grand Larceny remains the leading cause of major crimes (at 50% of the major crimes). Preventing these crimes is of particular focus.

Employee harassments and assaults have been relatively flat since the start of 2019, with the past 3 months at or below the average during that period.

NYPD enforcement activity exceeds pre-pandemic levels, despite lower ridership. Summonses and arrests totaled 11,677 in August, compared to 10,777 in June and 10,369 in July, including those for Fare Evasion.

While there is still much work to be done, customer perception of safety and police presence in the system has seen an uptick in the past 3 months. In August 2022, 54% of customers felt safe or very safe on trains, and 52% felt safe or very safe in stations. Personal safety and security continues to be the most mentioned improvement need, particularly for those who are dissatisfied or very dissatisfied with their overall subway experience. In August 2022, most customers (69%) felt there were too few police in the subway system, up from 65% in July 2022. Customer satisfaction with safety and security, both on board trains and in stations, increased by 2 to 3 percentage-points.

## Moving Forward

Our customers' perception of their safety is key to getting riders back to subways and buses. MTA and NYCT continue to partner with the NYPD to provide detailed information about transit locations that experience violent and quality-of-life crimes. NYCT is continuing to improve on camera coverage and systems, which has been an important tool in identifying suspects and solving crimes. Addressing Fare Evasion and Homeless conditions in the system remain a focus.

NYPD uniformed train patrols are providing enhanced police presence in the subways, which has facilitated increased arrests within the subway system. NYPD is putting more officers on platforms and in trains with a major focus on correcting quality-of-life infractions. As much of Subway crime begins at the fare array, the NYPD is paying particular attention to fare evasion, given that many of the significant crimes committed in the transit system come from repeat offenders.

MTA is having discussions with Borough District Attorney offices in attempts to achieve substantive outcomes from the arrests of recidivists, and additionally those individuals committing sex crimes and employee assaults within the system.

## Air Conditioning Performance for Bus and Subways

As the summer comes to a close, we wanted to highlight our team's maintenance of onboard train and bus air conditioning (A/C) units, keeping our customers cool and comfortable as they travel the city.

### Bus AC Performance

Year to date through August, Buses had 44% less A/C roadcalls, or incidents reported on buses in service, on 90+ degree days compared to last year, with only 4 (or 18%) fewer 90+ degree days than last year. Overall A/C roadcalls through August were 665, down 20.5% from 837 last year.

To put this in context, A/C road calls in 2022 impacted only 0.04% of trips on weekdays with 90+ degrees.

Buses strategically prepared A/C systems and bus facilities for the summer season. The team verified that all A/C filter changes on our buses were up to date, monitored A/C pressures and temperatures onboard the bus, monitored coolant temperatures, performed booster blower checks in the driver's compartment, and ensured that all maintenance on A/C mains on our buses were up to date. During the season, operators fill out climate control surveys to ensure that we capture and address any issues.

### Subways AC Performance

Typically, August has the highest number of hot cars that are taken out of service. August 2022 had only 18 cars pulled from service compared to 24 in August 2021 (25% improvement), and 26 in August 2020 (30% improvement). The R62A fleet accounts for over 50% of hot car incidents each summer. This year, we were able to reduce the



number of R62A incidents serving the 1 and 6 lines by 64% compared to August 2021 and 69% to August 2020. Not only did this reduction improve comfort of our customers, increasing overall customer satisfaction, but also reduced delays and customer journey times.

## **ABOUT THE METROPOLITAN TRANSPORTATION AUTHORITY & NEW YORK CITY TRANSIT**

The Metropolitan Transportation Authority is North America's largest transportation network, serving a population of 15.3 million people across a 5,000-square-mile travel area surrounding New York City through Long Island, southeastern New York State, and Connecticut.

New York City Transit and MTA Bus operate all subways and buses in New York City. Our 45,000 employees serve 4,500,000 passengers a day. We operate nearly 6,700 subway cars and 4,500 buses, and we maintain 472 subway stations, 640 miles of track, 20 bus depots and 70 shops and yards.

The MTA is governed by a 23-member Board of Directors, organized in eight committees. Members of the New York City Transit Committee include:

- Haeda Mihaltses, Chair
- Andrew Albert
- Jamey Barbas
- Randy Glucksman
- David Jones
- Frankie Miranda
- Robert Mujica
- John Samuelsen
- Sherif Soliman
- Lisa Sorin
- Midori Valdivia